TRAFERA LIMITED WARRANTY

Trafera, LLC ("Trafera") is offering for sale extended limited warranty coverage for the specific products purchased from Trafera on your sales quote or sales order. The warranty period starts on the date of product and/or warranty shipment and continues until the expiration listed on your Trafera sales order. The warranty is limited to the original buyer and is non-transferable.

The warranty may provide for duplicate coverage already provided to you by other insurance policies or manufacturer's warranties available to you. You are not required to purchase a warranty in order to purchase a computer or other electronic device from Trafera. Please contact the manufacturer directly for any issues related to the manufacturer's warranties.

COVERAGE: If a claim is made under these limited warranties and, after investigation by Trafera, proves to be valid, Trafera will, at its sole discretion, either repair or replace the defective product at no charge. Accidental damage protection ("ADP") is only offered under the Gold & Platinum warranties and applies only for the designated coverage period from the date of original purchase or date of warranty agreement. The warranty protection period varies by product type, specific warranty purchased and the specific coverage period indicated on the Trafera sales order.

Warranty Summary	TRAFERA SILVER	TRAFERA GOLD	TRAFERA PLATINUM
DEDUCTIBLE	$0	$0	$0
HARDWARE FAIL	✓	✓	✓
ACCIDENTAL DAMAGE PROTECTION		✓	✓
PER DEVICE LIMIT OF ADP		1	Unlimited
SPARE PARTS ON-SITE			✓
THEFT/LOSS***			✓
SHIPPING	We pay return shipping	We pay shipping both ways	We pay shipping both ways
BATTERY	1 Year OEM	1 Year OEM	1 Year Laptop/3 Year New Chromebook (1 Replacement each)
AC ADAPTER	N/A	Mfg defect + 1 ADP incident**	Mfg defect + 1 ADP incident**
STYLUS/EMR PEN/APPLE PENCIL	Mfg defect	Mfg defect + 1 ADP incident*	Mfg defect + 1 ADP incident*

* Trafera warranties exclude replacement of lost or stolen stylus/EMR pen/Apple pencil. Trafera will replace a manufacturer's defective unit or damage event for the duration of the warranty period with the pre-exchange of the damaged unit (damage incident clause applies to Gold and/or Platinum warranty only).
** Trafera warranties exclude replacement of lost or stolen AC Adapters. Trafera will replace a manufacturer's defective unit or damage event for the lifetime of the warranty period with the pre-exchange of the damaged unit (damage incident clause applies to Gold and/or Platinum warranty only).
*** Coverage for theft/loss is limited to up to 2% of the total units purchased at one time or under warranty agreement (theft/loss clause applies to Platinum warranty only). Trafera excludes replacement of lost or stolen stylus/EMR pen/Apple pencil or AC Adapters. For units reported due to theft, a copy of a police report is required and must be submitted to Trafera with the claim. Further, in instances of theft/loss, the end customer is required to set the device to "disable" (lock the device) in the Google Admin Console.

CLAIM LIMITS: The warranty is limited to an individual user accidental damage incident that affects the functionality of the device or presents a safety risk to the user. The warranty does not include cosmetic defects or preventive maintenance, so you should maintain the system or device in accordance with the manufacturer's instructions. ADP is not intended to and does not protect multi-system damage events, nor does it protect against the following: general wear and tear, cosmetic wear, vandalism and intentional damage, bugs, biohazards, human/natural disasters (including, but not limited to: fire, smoke, flood, power surge and storm-related damages) and laptop battery replacement. Any modification or treatment to the device outside the manufacturer's recommendations will not be covered under a Trafera Warranty. Platinum warranty coverage on Windows laptop batteries is one year and on Chromebook batteries is three years (on new mobile devices only; manufacturer defect coverage only for post-sale warranties) with one battery replacement from the date of purchase. AC Adapters, Stylus/EMR Pen/Apple Pencil coverage for Platinum and Gold warranties are limited to manufacturer defects plus one ADP incident per original device serial number with the pre-exchange of the damaged unit (manufacturer defect coverage only for post-sale warranties).

Coverage for theft/loss is limited to up to 2% of the total units purchased at one time or under warranty agreement (theft/loss coverage applies to Platinum warranty only; no theft/loss coverage on post-sale warranties). Theft claims are limited to 2% of total transaction purchased, per device. Loss Claims are limited to .5% of total transaction purchased, per device. Cumulative coverage shall not exceed sum balance of 2%. Trafera excludes replacement of lost or stolen stylus/EMR pen/Apple pencil or AC Adapters. For units reported due to theft, a copy of a police report is required and must be submitted to Trafera with the claim within 15 days of the incident. Loss claims may require a loss document to be filled out within 15 days of the incident occurring September-May. A loss claim occurring June-August must be submitted within 3 months of the incident. The warranty is limited to an individual theft/loss incident. Further, in instances of theft/loss, the end customer is required to set the device to "disable" (lock the device) in the Google Admin Console. A replacement device provided under the Trafera warranty for theft/loss will cease to have additional Trafera warranty coverage for the remainder of the original warranty term. Please contact your Trafera sales representative to purchase additional warranty coverage for the remainder of the warranty term.

DEDUCTIBLE: There is no deductible or any other fees required to fulfill a repair and/or replacement.

ADDITIONAL EXCLUSIONS: This limited warranty excludes coverage for the following: (i) failure/damage covered by the manufacturer's warranty; (ii) failure/damage related to known manufacturer issues; (iii) failure/damage attributable to manufacturer recalls; (iv) failure/damage attributable to use beyond the auto update expiration date; (v) failure/damage attributable to bugs or biohazards; and (vi) other exclusions further described herein. Trafera will use its best efforts to work with our customers and OEM partners to attempt to reach a remedy on any disputes.

Trafera's warranty does not cover devices that have failure/damage from bugs and/or biohazards. This failure/includes damage caused by contact with any human or animal bodily fluids and biohazardous material/liquids and failure/damage caused by insect infestation or rodents. Customers will be notified of a bug or biohazard related incident upon review of the device. Due to vendor shipping policies prohibiting the shipment of such devices, Trafera will dispose/recycle the device and remove any data in advance of disposal. To protect the integrity of other devices at our repair facilities or those devices transferred via delivery vehicles, Trafera will also not return bug and/or biohazard

related devices via a local drop-off. Devices replaced/unit swapped under exceptions for bugs or bio-hazard related incidents will count as "lost" devices under Trafera's theft/loss clause if the customer has eligibility remaining under the theft/loss clause (Trafera Platinum warranty coverage only).

If a serial number is no longer visible on the exterior of the device, due to normal wear and tear, the device will continue to be covered under the warranty if the customer provides the serial number during the repair submission. If the serial number is no longer visible on the exterior of the device due to malicious or intentional removal, the device will be excluded from coverage under the warranty.

The warranty is void if a customer utilizes a non-OEM part or accessory not purchased from or provided by Trafera. For any post-sale Trafera warranty that is purchased by the customer, a signed document will be required certifying the deployment date, the functionality (fully functional; cosmetic damage only) of the devices in question, device serial numbers, and additional information to qualify for post-sale warranty coverage. Device claims will be limited to 10% of the devices covered under a specific post-sale warranty in the initial year of any post-sale warranty entitlement.

REMEDIES/WARRANTY SERVICE: For claims covered under this limited warranty, please call Trafera Customer Service at 1-855-862-5120 or submit online: https://portals.trafera.com/Warranty/Add.

Submissions must be reported in a timely manner and please be prepared to provide the serial number and description of the problem or defect. Prior to submission, please ensure the following steps are taken based on the devices OS in question:

Chrome OS Devices: To ensure Trafera can properly diagnose, repair, and test Chrome OS devices, Chromebooks sent in must be "unenrolled" from the Google Admin Console before submitting for repair. Chrome OS devices submitted without being unenrolled may be returned to the customer unrepaired.

Windows Devices: When submitting a Windows device for repair, please include login credentials with elevated privileges such as an Administrator account to allow proper diagnosis and testing of issues with the device.
If there is a BIOS password present on the device, please include this as well as this will allow us to modify boot options and access onboard device diagnostics. Windows devices submitted without a valid system or BIOS password may be returned to the customer unrepaired.

Apple macOS Devices: When submitting a macOS device for repair, please include login credentials with elevated privileges such as an Administrator account to allow proper diagnosis and testing of issues with the device.
If there is a Management Device Profile installed on the device, this should be removed to allow access to Recovery within macOS. This can be done by going to System Preferences > Profiles, and selecting the profile, then press the minus icon. Apple devices submitted without a valid password being supplied may be returned to the customer unrepaired.

Trafera repairs all products at our technical facilities. Unless a claim is for theft/loss, returning the original device is required. Trafera will provide you with a prepaid shipping label for you to return your device to Trafera for qualifying warranties. Failure to return the original device may result in additional charges for the non-returned equipment.

Upon receipt, Trafera service technicians will assess the device and take appropriate action to repair and/or replace the device. Damage to, or loss of, any software or data residing or recorded in device when providing repair or replacement service may occur and Trafera hereby disclaims any liability associated with such damage/loss. Trafera will use reasonable efforts to reinstall your device's original software configuration and subsequent update releases, but will not provide any recovery or transfer of software or data. Please backup all data, and remove all confidential information and personally identifiable information, prior to submission.

Repairs and/or replacements may be fulfilled with new or reconditioned equipment. Reconditioned equipment may have minor cosmetic flaws. Replacement of accessories may be with generic or non-original manufacturer accessories. If the exact model is not available, the replacement will be of like kind and quality, but you will be notified in advance if a different model is to be returned.

Trafera will use reasonable efforts to amicably resolve any disputes with respect to our warranties. If you have any issues or problems with our warranties or your customer experience working with Trafera, we welcome and invite you to contact your sales and/or customer service representative.

LIMITATION OF LIABILITY: THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE STATED HEREIN. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. UNDER NO CIRCUMSTANCES SHALL TRAFERA BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT OR STRICT LIABILITY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

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